



JOB TITLE: Inpatient Unit (IPU) Ward Manager
SALARY SCALE: Overgate Grade 2 (£39,846.00 to £46,879.00)
HOURS: Full Time (37.5) per week with only occasional weekends and night shifts
RESPONSIBLE TO: Deputy Director of Clinical Services
ACCOUNTABLE TO: Director of Clinical Services

Overgate Hospice has twelve inpatient beds and a Day Hospice that provides the highest standard of compassionate and evidence-based specialist palliative care and end of life care for adults in Calderdale, who have active, progressive and life limiting illnesses.

JOB SUMMARY

- The post holder will provide effective professional leadership, management and co-ordination of services within the IPU. She/he will provide expert guidance to the multidisciplinary team and deliver a patient centred service demonstrating a high degree of personal and professional autonomy.
- The post holder will work closely with all multidisciplinary team members to ensure equity and consistency of approach and intervention and to actively participate in multidisciplinary team development.
- The post holder will provide direct clinical support, education and guidance to the nursing team providing high quality nursing care for patients and families with specialist palliative care needs.
- To provide strong professional leadership and management on the IPU, providing focus and vision for the team and to lead the nursing team in areas of education, research, quality and clinical practice development.
- The post holder will have 24/7 responsibility for day to day ward management.

MINIMUM QUALIFICATIONS REQUIRED

- RN Level 1 (Adult).
- Demonstrable significant leadership and management experience of working at an advanced nurse level.
- Demonstrable personal profile of continuous professional development.
- A post graduate qualification preferably in Palliative Care.
- Experience of working in an acute or community setting and caring for patients with complex needs including care of patients with tracheostomy, IV therapies and care of central lines

DUTIES AND RESPONSIBILITIES

CLINICAL

- The post holder will practice as a professional nurse acting as an enthusiastic role model for IPU team members, promoting professional standards of behaviour and practice, ensuring that nursing staff are aware of their professional accountability as per the NMC Code of Conduct.
- The post holder will have 24/7 responsibility for the IPU.
- The post holder will provide a professional approach to leadership of the staff on the IPU promoting strong team working principles.
- The post holder will assess, plan, implement and evaluate patient/family-centered nursing care, which demonstrates competence, expertise, best practice and patient/carer involvement in a specialist palliative care setting. She/he must keep up to date with developments within their own professional discipline and maintain an awareness of changes within clinical/nursing practice. She/he will apply this knowledge and experience to improve patient care.
- Ensure high standards of care are met and act when standards are not maintained.
- The post holder will communicate effectively with nursing team members, leading in regular team meetings and ensuring that a pro-active, multidisciplinary and integrated approach to care is delivered.
- The post holder will supervise and be involved with direct care, working alongside the nursing team, students and new staff, acting as mentor, teacher and guide, and to facilitate other team members' mentoring skills and experience.
- The post holder will actively support any advice calls, admissions, transfers and discharges of patients from the IPU ensuring that all records are clear, concise and completed in a timely manner and any community care required is initiated and appropriate documentation is provided to enable appropriate continuing care.
- The post holder will support and promote an open, honest and transparent culture and encourage the IPU team to challenge and continually improve the standards of practice.
- The post holder will support and inspire staff and colleagues. She/he will provide advice and guidance to the multidisciplinary team, employing change management skills as appropriate.
- The post holder will promote a culture of evidence-based practice by developing and maintaining protocols, documentation, key performance indicators, policies and guidelines consistent with the requirements of clinical governance.
- The post holder will encourage reflective practice amongst the IPU team using critical incident reporting as a learning opportunity.
- The post holder will ensure the Hospice has appropriate link nurses and support them to undertake this role.
- The post holder will support the development of IT healthcare systems within the IPU and the wider organisation.
- The post holder will liaise with external agencies and NHS colleagues attending meetings as required.
- The post holder will support the Director of Clinical Services in her role as Accountable Officer (AO) in monitoring the practice and safe use of Controlled Drugs on the IPU.
- The post holder will liaise with the Director of Clinical Services in her role as Registered Manager in monitoring standards of care in line with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009 and the Care Quality Commission (Registration) Regulations 2009.

PROFESSIONAL

- To work within the NMC Code of Professional Practice and within policies, procedure and guidelines of Overgate Hospice.
- To be flexible to work across areas or services to meet the demands of changing service needs.
- To take responsibility for own continuing professional development and performance, including identifying own development needs and maintain own portfolio in accordance with re-registration requirements and revalidation.

FINANCIAL

- The post holder will hold budgetary management of the IPU ensuring appropriate uses of resources and value for money, attending budgetary meetings as required.
- To be proactive in the management of resources including contributing to the business planning of the Hospice.

MANAGEMENT/LEADERSHIP

- The post holder will deploy nursing staff efficiently to match capability and workload of team members, and delegate duties and responsibilities appropriately.
- Ensure adequate staffing levels and skills mix within the IPU at all times.
- The post holder will develop and maintain an effective communication approach to information sharing which ensures all organisational/clinical changes/developments are disseminated to the nursing team in a timely and appropriate manner.
- The post holder will be responsible for planning, leading, implementing and evaluating change on the IPU using an appropriate range of leadership styles to suit the situation.
- Provide leadership and coaching for staff, working to develop their knowledge and skills including succession planning.
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- The post holder will ensure that effective reporting and management systems ie Sickness Absence, Record of Reportable Incidents, Record of Accidents, Record of Reportable Medicine Incidents etc are maintained to ensure timely and accurate communication is delivered to the appropriate members of the organisation who are required to act upon the reports.
- The post holder will meet regularly with the Deputy Director of Clinical Services to discuss IPU progress and developments in line with organisational objectives.
- The post holder will ensure the system of annual appraisals and regular 1:1 feedback to those staff working as part of the nursing team within the IPU is completed on a yearly basis; identifying training needs across the nursing team and liaising with the Director of Clinical Services and the Deputy Director of Clinical Services to agree responsive training programmes.
- The post holder will participate in the investigation of complaints, accidents and other adverse events informing Director/ Deputy Director of Clinical Services or Chief Executive of any occurrences as soon as possible.
- The post holder will organise and manage own time and workload effectively.
- The post holder will be responsible for the recruitment, selection, deployment, development, management, motivation and support of IPU staff and volunteers.
- The post holder will ensure that clinical equipment on the IPU is maintained in good order, is always used and stored safely for use within the IPU.
- Promote a culture of openness, honesty, respect and integrity using the organisational behaviour framework to underpin this.

EDUCATION AND AUDIT

- The post holder will be actively involved in the ongoing education and development of the nursing team through direct involvement in developing and delivering clinical education both in-house and externally with the support of the Deputy Director/Director of Clinical Services, Educator and the Medical Director and operate a system of training evaluation.
- To create and maintain networks beyond the IPU ensuring sharing of good practice and information.
- The post holder will maintain continued personal professional development and knowledge of current nursing and palliative care issues to meet both own revalidation requirements and organisational objectives including research relevant to this role, ensuring that research based findings form a basis for nursing practice on the IPU.
- The post holder will be actively involved in student placements on the IPU including supporting team members to do the same ensuring supportive documentation is kept as a record of the placement.
- The post holder will support audit, research and education within the IPU ensuring agreed results will be implemented.
- To participate in benchmarking at local and national level to drive improvements in care.
- The post holder will act as a mentor and clinical supervisor to members of the nursing team.
- The post holder will access clinical supervision as required.
- The post holder will be appraised annually by the Director of Clinical Services
- The post holder will support the induction of staff working on the IPU including any staff being inducted in other departments.
- The post holder to participate in Hospice education and training programmes including all mandatory training and competency training as required for the IPU ensuring accurate records are kept and maintained.
- The post holder will support volunteers and assist in their development.

GENERAL DUTIES AND RESPONSIBILITIES

- Overgate Hospice is a no smoking organisation.
- The employee must maintain a safe working environment in accordance with Overgate Hospice's Health and Safety policies and abide by the Health and Safety at Work Act (1974).
- The employee must attend annual mandatory training sessions.
- The employee must ensure that they comply with all Hospice policies and procedures at all times and participate in the development and implementation of Hospice policies.
- The employee must be actively involved in Hospice Governance and support the audit cycle.
- The employee must maintain strict confidentiality at all times, applying to all aspects of Hospice business and work within the guidelines of the Data Protection Act.
- Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.
- Use all Hospice resources economically and cost effectively.
- Employees must adhere to the Hospice's Standards of Behaviour Framework in all aspects of their work.
- To work closely with the Volunteer Services Co-ordinator as appropriate to ensure that any volunteers are supported in their roles addressing any issues as they arise.
- This job description is not exhaustive and will be subject to periodic review. The employer and the employee share responsibility to review and amend it as appropriate

- Maintains own registration with the Nursing Midwifery Council (NMC).

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

All Hospice staff are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to the Hospice safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

VALUING DIVERSITY AND EQUALITY

All employees should carry out their duties in accordance with the values and principles of valuing diversity and equity of provision. It is the responsibility of all employees to support the Hospice vision of promoting a positive attitude to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the hospices Equal Opportunities Policy.

HEALTHCARE ASSOCIATED INFECTION

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Overgate policies for personal and patient safety and for prevention of health care associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Overgate policies for hand hygiene including the 'naked below the elbow' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI.

NB: This job description is an outline of responsibilities and will be subject to review, in consultation with the post holder, in light of the changing needs of the post and the Hospice.

**OVERGATE HOSPICE
EMPLOYEE SPECIFICATION – IPU SISTER/CHARGE NURSE**

| ATTRIBUTES | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
|--|-----------|-----------|---|
| MANAGEMENT AND LEADERSHIP, EXPERIENCE AND KNOWLEDGE | | | |
| Substantial experience of leading and managing a team | ✓ | | Application form/ Interview |
| A credible practitioner who demonstrates sound professional, clinical knowledge | ✓ | | Application form/ Interview |
| Knowledge and experience of working with patients/families/carers at the end of life or with life limiting illnesses | ✓ | | Interview |
| Ability to work within a multidisciplinary team and team development | ✓ | | Interview |
| Demonstrate leadership skills, competent and confident in coaching staff and empowering a team | ✓ | | Application form/ Interview |
| A positive attitude to change, able to demonstrate knowledge of how to implement and manage change | ✓ | | Application form/ Interview |
| Experience of teaching | | ✓ | Application form/ Interview |
| QUALIFICATIONS/TRAINING | | | |
| Registered Nurse Level 1 | ✓ | | Application form/ Certificates/NMC registration checked |
| Recognised teaching and assessing skills | ✓ | | Application form/ Certificates/Portfolio/ Interview |
| Demonstrate personal profile of continuous professional development | ✓ | | Application form/ Certificates/Portfolio/ Interview |
| Possesses leadership/ management experience and training | ✓ | | Application form/ Certificates/Portfolio/ Interview |
| Mentorship/preceptorship qualification | | ✓ | Application form/ Certificates/Portfolio/ Interview |
| Degree in Healthcare | | ✓ | Application form/ Certificates |

| ATTRIBUTES | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
|--|-----------|-----------|--------------------------------|
| SKILLS AND ABILITIES | | | |
| Advanced communication skills – verbal and written | ✓ | | Application form/ Interview |
| Excellent organisation/time management skills | ✓ | | Interview |
| Presents a positive professional approach and image | ✓ | | Interview |
| Ability to withstand sensitive and potentially stressful situations | ✓ | | Application form/ Interview |
| Computer literacy and knowledge of IT healthcare systems | ✓ | | Interview |
| Sound knowledge of evidence based practice and research and audit | ✓ | | Interview |
| Ability to work on own initiative and as part of a team | ✓ | | Interview |
| Problem solving and analytical skills | ✓ | | Application form/ Interview |
| Ability to demonstrate knowledge of safeguarding, mental capacity, deprivation of liberty and child protection | ✓ | | Application form/ Interview |
| Flexibility to meet the needs of the service | ✓ | | Application form/ Interview |
| Experience of working in an acute or community setting and caring for patients with complex needs including care of patients with tracheostomy, IV therapies and care of central lines | ✓ | | |
| Knowledge and understanding of chemotherapy and radiotherapy treatments | | ✓ | Interview |
| Cannulation and phlebotomy skills | | ✓ | Application form/ Interview |
| OTHER ATTRIBUTES | | | |
| Be able to fulfil all physical requirements of the post with Occupational Health clearance | ✓ | | Health at Work form |